

### **DELPHI Skills Assessment for AR DELPHI Controller**

**Check** the response that best matches your experience. **Circle** (or highlight) the 5-10 skills that relate to areas where you need additional (or refresher) training in order to use the system more effectively in your job.

		<b>Proficiency</b>						
<b>Skills</b>	<b>Does not apply to my job</b>	<b>I don't know how</b>	<b>I need help</b>	<b>I can do with written steps</b>	<b>I can do with some help</b>	<b>I can do without help</b>	<b>I can explain what I am doing</b>	<b>I can teach someone else</b>
Basic Navigation								
Define Transaction Types								
Review AR Transactions								
AR Profile Options								
AR Recurring Charge Invoices								
Define Dunning Letters								
Generate Delinquency Notice								
Merge Duplicate Customers								
Change Customer Data								
Define Aging Buckets								
Credit Balances and Refunds								
Accounts Receivable Write-Off								
Customer Debit Memos								
Collections								
Project Invoicing								
AR Credit Memo Reason Codes								
Modify Billing Setup								
Adjusting Project Invoices								
Adding Customers								
Defining Collectors								